



Petaluma People Services Center is dedicated to improving the social and economic health of our community by providing programs that strengthen the dignity and self-sufficiency of the individual. Our core services include: Senior Services, Counseling, Youth Programing including Mentor Me, Housing, Employment and Petaluma Bounty Farms.

**JOB TITLE:** Temporary Bilingual Rental Assistance Specialist  
**FLSA STATUS:** Not Exempt; Full-Time (40 Hours/Week)  
**COMPENSATION:** \$24 - \$25/hr  
**SUBMIT:** Cover Letter to [jobs@petalumapeople.org](mailto:jobs@petalumapeople.org)  
**DIRECTOR:** Executive Director

**POSITION OVERVIEW:** As a Bilingual Rental Assistance Specialist for PPSC’s Housing Department, you will help to administer multiple rental assistance grants to eligible clients in Sonoma County. This work involves fielding calls and inquiries from the community, taking clients through the rental assistance process, and providing outreach to the community about services offered and eligibility. This is a *temporary position* available immediately.

**SUPERVISED BY:** Executive Director & COO

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Support clients remotely and in person in English and Spanish.
- Ensure client paperwork is complete and accurate, track submissions and dispersal of funds and client follow up.
- Familiarize yourself with services that PPSC offers and be able to explain those to clients, as well as make referrals to other community resources when appropriate.
- Work with Executive Director and front office to make sure clients and staff understand the submission and review process for applications.
- Assist with other Housing clients and programs as time allows.
- Other duties as assigned.

**REQUIREMENTS:**

- Ability to read, write and speak fluently in *English and Spanish*.
- Experience working with Latinx community and senior community preferred.
- Excellent organizational skills and attention to detail.
- Familiarity with Microsoft Office Suite and Google Docs.
- Strong interpersonal skills and customer service skills.
- Ability to come to office in person for most of the week.
- Ability to stay focused and complete tasks with minimal supervision.
- PPSC requires all employees to be fully vaccinated with the COVID-19 vaccine.

**We are an Equal Opportunity Employer.** It is our strong belief that equal opportunity for all employees is central to the continuing success of our organization. We will not discriminate against an employee or applicant for employment because of race, color, national origin, ethnicity, age, gender, sexual orientation, religion, political affiliation, marital status, veteran status, genetic information, physical disabilities or medical condition (i.e., AIDS or ARC-related or cancer) or any other category protected by Federal or State law in hiring, promoting, demoting, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay or other forms of compensation. Opportunity is provided to all employees based on qualifications and job requirements.

#### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position supports essential services provided by PPSC and these duties must be fulfilled on site, they cannot be carried out remotely.

#### **ESSENTIAL SKILLS AND ABILITIES:**

- Knowledge of family therapy and counseling principles; familiarity with CAMFT and BBS standards.
- Familiarity with confidentiality principles, HIPAA and other federal and state laws pertaining to client protection.
- Ability to translate the latest scientific evidence into practical counseling and therapy skills.
- Ability to maintain professional competency and skills required for professional practice.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgement based on an understanding of organizational policies and activities.
- Skills in oral and written communication.
- Ability to maintain good working relationships with interns, administrative staff, clients, and others.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to use a personal computer and other office equipment.

#### **ADA COMPLIANCE - PHYSICAL, ENVIRONMENTAL, COGNITIVE & PSYCHOLOGICAL REQUIREMENTS:**

**Physical:** Regularly sits up to 2-3 hours per day. Gets up and down frequently throughout the day to interface with others. Must have excellent hearing, speech and writing capabilities.

**Environmental:** Works alone, with and around others. Work environment is moderately noisy. Distractions are regular.

**Cognitive:** Required to read, write, compile, sort and analyze simple to moderately complex information. Independently assesses workload and prioritizes activities. Very strong organizational and planning skills. Able to communicate and resolve semi-complex problems independently. Excellent listening skills and ability to perform tasks requiring great attention to detail. Uses judgment and initiative, within defined limits of discretion, in making recommendations and decisions.

**Psychological:** Strong interpersonal and communications skills to deal with emotional, demanding or difficult people and/or situations. Regular exposure to high-stress situations with demands, deadlines, shifting priorities and multi-tasking. Excellent teamwork and proactive group participation are a necessity.

**Accommodation Recommendations:** A person in a wheelchair can perform in this position with assistance from other staff for some activities.

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The noise level in the work environment is usually moderate.

#### **BENEFITS:**

Paid sick time, vacation and holidays.

Comprehensive benefits package, including medical, dental, and vision coverage, employee assistance program, flexible spending account (FSA), long-term disability insurance, and a 403(b) plan.

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